



# Cisco

## 300-080 Exam

**Cisco Troubleshooting Cisco IP Telephony & Video  
(CTCOLLAB) Exam**

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# Version: 17.0

## Question: 1

You are troubleshooting an ILS connectivity issue. All clusters are set to “Use TLS Certificates”. Which certificates must be exchanged between Cisco Unified Communications Manager clusters?

- A. Tomcat certificates between all nodes in all clusters.
- B. TLS certificates between publisher nodes in all clusters.
- C. Call Manager certificates between publisher nodes in all clusters.
- D. Tomcat certificates between publisher nodes in all clusters.

**Answer: D**

Reference:

[https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cucm/admin/10\\_0\\_1/ccmfeat/CUCM\\_BK\\_F3AC1C0F\\_00\\_cucm-features](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/admin/10_0_1/ccmfeat/CUCM_BK_F3AC1C0F_00_cucm-features)

## Question: 2

Refer to the exhibit. A Cisco Jabber user moved from the office. Which description of the issue with the endpoint registration is true?

```
2017-03-31 15:36:32.468 INFO [0x92a42930] [nsutils/android/androidDnsQuery.cpp(135)] [csf.dns] [makeDnsQuery] -
Removing any existing DNS cache records for _cisco-uds._tcp.ciscocnmp.com.
2017-03-31 15:36:32.472 INFO [0x92a42930] [nsutils/android/androidDnsQuery.cpp(241)] [csf.dns] [makeQuery] -
About to make an SRV record Query with request ' _cisco-uds._tcp.ciscocnmp.com
2017-03-31 15:36:32.475 INFO [0x92943930] [nsutils/android/androidDnsQuery.cpp(241)] [csf.dns] [makeQuery] -
About make an SRV record Query with request ' _cuplogin._tcp.ciscocnmp.com.'
2017-03-31 15:36:32.482 INFO [0x92943930] [nsutils/android/androidDnsQuery.cpp(268)] [csf.dns] [makeQuery] -
The SRV result for ' _cuplogin._tcp.ciscocnmp.com.' doesn't have any data
2017-03-31 15:36:32.485 WARN [0x92943930] [nsutils/android/androidDnsQuery.cpp(192)] [csf.dns] [makeDnsQuery] -
*---* DNS query _cuplogin._tcp.ciscocnmp.com. has failed: NO_ANSWER.
2017-03-31 15:36:32.485 INFO [0x92a42930] [rc/dnsutils/DnsQueryResolverImpl.cpp(74)] [csf.dns] [onDnsQueryResultReceived] -
DnsQueryResolverImpl::onDnsQueryResultReceived: request _cuplogin._tcp.ciscocnmp.com.
2017-03-31 15:36:32.492 INFO [0x92a42930] [nsutils/android/androidDnsQuery.cpp(268)] [csf.dns] [makeQuery] -
The SRV result for ' _cisco-uds._tcp.ciscocnmp.com.' doesn't have any data
2017-03-31 15:36:32.496 WARN [0x92a42930] [nsutils/android/androidDnsQuery.cpp (192)] [csf.dns] [makeDnsQuery] -
*---* DNS query _cisco-uds._tcp.ciscocnmp.com. has failed: NO_ANSWER.
2017-03-31 15:36:32.496 INFO [0x92a42930] [rc/dnsutils/DnsQueryResolverImpl.cpp(74)] [csf.dns] [onDnsQueryResultReceived] -
DnsQueryResolverImpl::onDnsQueryResultReceived: request _cisco-uds._tcp.ciscocnmp.com.
2017-03-31 15:36:32.496 INFO [0x93ee0930] [atondiscovery/DiscoveryLogUtils.cpp(53)] [service-discovery]
[LogServiceInformationVect]-*---*DNS services found:
2017-03-31 15:36:32.496 INFO [0x93ee0930] [DnsEdgeServiceDiscoveryRequest.cpp(128)] [service-discovery]
[getServiceInformationFromUcServiceLocator]-Dns Retrieval Result from Uc Service Locator with domain 'cis
2017-03-31 15:36:32.496 WARN [0x93ee0930] [t/DnsEdgeServiceDiscoveryRequest.cpp(49)] [service-discovery] [makeDiscoveryRequest]-
Dns Service Discovery could not find either _cisco-uds or _cuplogin using the 'ciscocnmp.com' domain. Because of this trying Edge.
2017-03-31 15:36:32.496 DEBUG [0x93ee0930] [servicelocator/EdgeServiceLocator.cpp(15)] [service-discovery] [getServiceInformationFromEdge]
- About to try Edge Service Location.
2017-03-31 15:36:32.497 DEBUG [0x93ee0930] [ls/src/edge/GlobalEdgeStateImpl.cpp(780)] [csf.edge] [checkPrecondition]
- Acquired scoped lock (visibilityMutex_)
2017-03-31 15:36:32.497 DEBUG [0x93ee0930] [sf-netutils/src/common/PolicySet.cpp(84)] [csf.common.PolicySet] [getPolicy]
- Successfully found Policy with nature EDGE_CAPABILITY [EDGE_ENABLED]
```

- A. The Android device does not have access to the Internet.
- B. The ISP is preventing Jabber from performing SRV lookups.
- C. The Jabber user is within the enterprise.

D. The IOS device does not have a valid IP address.

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**Answer: A**

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**Question: 3**

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```
Apr 23 18:14:08.331: ISDN Se0/1/0:15 Q931: Applying hyperplane for sw-
type 0x12 is 0x0 0x0, Calling a
Apr 23 18:14:08.331: ISDN Se0/1/0:15 Q931: Sending SETUP callref =
0x00A1 callID = 0x805A switch =
Apr 23 18:14:08.331: ISDN Se0/1/0:15 Q931: TX -> SETUP pd = 8 callref
= 0x00A1
Bearer Capability i = 0x8890
Standard = CCITT
Transfer Capability = Unrestricted Digital
Transfer Mode = Circuit
Transfer Rate = 64 kbit/s
Channel ID i = 0xA98381
Exclusive, Channel 1
Calling Party Number i = 0x0081, '012345000'
Plan: Unknown, Type:Unknown
Calling Party Number i = 0x80, '07037737911'
Plan:Unknown, Type:Unknown
Apr 23 18:14:08.367: ISDN Se0/1/0:15 Q931: RX <- SETUP_ACK pd = 8
callref = 0x80A1
Channel ID i = 0xA98381
Exclusive, Channel 1
Apr 23 18:14:12.411: ISDN Se0/1/0:15 Q931: RX <-DISCONNECT pd = 8
callref = 0x80A1
Cause i = 0x80D8 - Incompatible destination
```

Refer to the exhibit. Audio calls from a CSF device fail. Which command set likely resolves the issue?

- A. configure terminal voice-port 0/1/0:15 output attenuation -4
- B. configure terminal controller e1 0/1/0 bearer-cap speech
- C. configure terminal interface serial 0/1/0:15 output attenuation -4
- D. configure terminal voice-port 0/1/0:15 bearer-cap speech

---

**Answer: B**

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**Question: 4**

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Refer to the exhibit.

`http://172.16.1.1:8080/emapp/EMAppServlet?device=#DEVICENAME#&EMCC=#EMCC#`

A Cisco Unified Communications Manager Extension Mobility enabled user attempts to log in to a new phone where Cisco Extension Mobility Cross Cluster Service is configured with the URL that is displayed in the exhibit. The service is configured on a Cisco Unified CM 9.X or later Unified CM cluster. After the user enters the user ID and PIN, the phone displays "Login is Unavailable (23)."

Which configuration requirement supports Cisco EMCC and avoids this error condition?

- A. The device must be subscribed to Cisco EMCC Services.
- B. The given user ID is not found in the remote cluster.
- C. The user must associate a device profile.
- D. The Cisco IP Phone Services configuration for Cisco EMCC must set the enterprise subscription.

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**Answer: A**

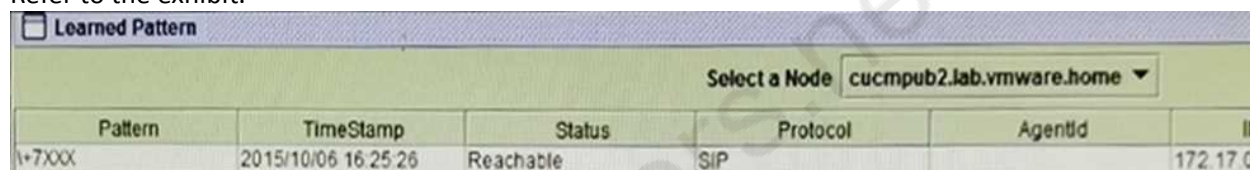
---

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### Question: 5

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Refer to the exhibit.



Pattern	TimeStamp	Status	Protocol	AgentId	IP
1-7XXX	2015/10/06 16:25:26	Reachable	SIP		172.17.0.

An engineer configured CCD between a Cisco Unified Communications Manager (CUCM) cluster and Cisco Unified Communications Manager Express (CME). When the CUCM agents try to dial a CME extension on the range 7XXX, they receive a busy signal as soon as the 7 is dialed. What can be done to resolve this issue?

- A. Set the CUCM CCD Requesting Service PSTN prefix to 9 instead of \+
- B. Set the CME profile dn-block type to extension instead of global
- C. Set the CUCM Hosted DN Pattern PSTN Failover Strip Digits field to 1 instead of 0
- D. Set the CME subscribe callcontrol to instance instead of wildcarded

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**Answer: A**

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### Question: 6

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An engineer is analyzing an issue about system connection under Cisco TMS connection, where endpoints handled by TMS automatically change from reachable on LAN to behind the firewall status. Which protocol does the network engineer need to troubleshoot the network between managed device Cisco TMS?

- A. SDP
- B. XMPP
- C. FTP
- D. HTTP

---

**Answer: D**

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**Question: 7**

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DRAG DROP

Drag the network-related video issue on the left to its root cause on the right.

One-way audio or video	Different system manufacturers
Pixelation, smearing or pulsing	Firewall with packet inspection enabled
Degraded video quality	Very high noise level
Codec no self-view	Packet loss
Echo issues	Main source is not main camera

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**Answer:**

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Pixelation, smearing or pulsing
Codec no self-view
One-way audio or video
Echo issues
Degraded video quality

---

**Question: 8**

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Replication is failing between the Cisco Unified Communications Manager Publisher and Subscriber servers.

In which two ways can you verify the database replication status? (Choose two.)

- A. TRACERT
- B. CLI
- C. APIC-EM
- D. PING
- E. RTMT

---

**Answer: BE**

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Reference:

<https://www.cisco.com/c/en/us/support/docs/unified-communications/unified-communicationsmanager-callmanager/200396-Steps-to-Troubleshoot-Database-Replicati#anc2>

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**Question: 9**

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An engineer is investigating voice quality degradation on calls passing through a particular SIP gateway. To gather the necessary information, sample traffic captures are taken. Which information in the capture reveals the problem?

- A. destination port
- B. version
- C. ToS bits
- D. MTU

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**Answer: B**

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Reference:

<https://community.cisco.com/t5/collaboration-voice-and-video/how-to-troubleshoot-voice-qualityissues-in-a-ucm-environment/ta-p/3121613>

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**Question: 10**

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Which Cisco Unified Communications Manager troubleshooting tool can be used to look at detailed specific events, such as dial plan digit analysis, as they are happening?

- A. RTMT real-time trace
- B. Cisco Unified Dialed Number Analyzer
- C. syslog output
- D. RTMT performance log viewer

---

**Answer: B**

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Reference:

[https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cucm/dna/8\\_6\\_1/dnaguide/dnai](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/dna/8_6_1/dnaguide/dnai)

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